



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

SENIOR INSURANCE COMPLIANCE OFFICER (SPECIALIST)

\$5,215 - \$6,482

CONSUMER SERVICES & MARKET CONDUCT BRANCH

RATING AND UNDERWRITING SERVICES BUREAU

LOS ANGELES

RESPONSIBILITIES:

Under direction of a Supervising Insurance Compliance Officer, the incumbent will act as team leader for Associate Insurance Compliance Officers and Insurance Compliance Officers. The incumbent will independently investigate and handle the most complex, sensitive and high profile complaints. Will act as lead person on all insurance regulatory activity, special projects including those to identify, research and act on trends in non-compliant activity. Will identify violations, and investigate and mediate consumer complaints, including those involving a lack of statutory clarity or involving multiple issues requiring mediation by all parties or formal legal action. Will train staff at lower levels, participate in Department task groups to propose and effectuate changes to regulation and legislation, and represent the Department in public or industry meetings.

DESIRABLE QUALIFICATIONS:

- Four years of experience in property & casualty insurance underwriting or insurance consumer services
- A minimum of one year of experience performing the duties of an Associate Insurance Compliance Officer
- Graduation from college with a bachelor's degree is highly desirable
- Experience will be accepted in place of the college degree on a year-for-year basis
- Must have knowledge of insurance practices, Insurance Code, and insurance regulations
- Possess excellent interpersonal, analytical, and verbal/written communication skills

WHO MAY APPLY:

Applications will be accepted from current State employees at the Senior Insurance Compliance Officer (Specialist) level, those with transfer eligibility, or those with list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. ***All applicants must clearly indicate the basis of their eligibility (i.e., SROA, surplus, reemployment, reinstatement, transfer, or certification list eligibility) on the state application.***

09/25/14 MR

DO NOT SUBMIT APPLICATIONS TO CalHR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

Consumer Hotline (800) 927-HELP • Producer Licensing (800) 967-9331



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All applicants, regardless of the type of eligibility, must provide proof of meeting the minimum qualifications of the classification. To view the minimum qualifications, please visit [CalHR Job Descriptions](#) and type in either the class code or title of the classification for which you are applying.

Failure to provide proof of meeting the minimum qualifications of the classification through experience and/or education (if required) will eliminate you from being considered for the position.

APPLICATION PROCEDURE:

Please mail a completed standard [State Application STD 678](#), and proof of meeting the minimum qualifications of the classification to Malinda Randolph, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **Failure to provide proof of meeting the minimum qualifications of the classification through experience and/or education (if required) will eliminate you from being considered for the position.**

DO NOT EMAIL APPLICATION. Emailed applications will not be accepted. **PLEASE INDICATE "Senior Insurance Compliance Officer (Specialist), PSN # 413-371-8607-005" ON THE STATE APPLICATION.** Applications must be postmarked by the final filing date to be considered. For additional information, please call Malinda Randolph at (916) 492-3308.

FINAL FILING DATE: **October 8, 2014 by 5:00 p.m. – Close of Business**

NOTE: **Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR for review and the applicant's name may be removed from the eligibility list.**

If you are applying for more than one recruitment, a separate State Application (STD. 678) is required for each recruitment for which you would like to be considered.

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